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Overview of Staffing Issues and Concerns	I
Response to Information Request	II
Wirthlin Study - Private Sector Vs. CIA Hiring Met Perceptions of the CIA in the Private Sector	hods; Attachment C

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We will forward that information as soon as possible.



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MEMORANDUM FOR:	
FROM:	Associate Deputy Director of Personnel for Compensation, Automation, and Planning
SUBJECT:	Staffing
of 12 May 1988.	is a compilation of data in response to your information call Per your request, following are several comments which ific questions and which, I hope, will put the data into he NAPA study.
imagine, these chathe authorization computer scientist all of these occup	rd to our most critical skill occupations, as you might ange from time to time. The critical occupations listed in act include mathematicians, linguists, engineers, and ts. Although the Agency has experienced skill shortages in pations at various points in time, our current shortages are l/clerical; (b) linguist; (c) communicator; and (d) Special r positions.
of reviewing our accordingly. The that for any Agend such things as bac examinations to coprocess is essentialized includes their residence to	rategies for critical skill occupations are mostly a matter recruitment priorities frequently and adjusting our efforts applicant process for critical skills is exactly the same as cy occupation. We can, and do, give priority scheduling for ekground investigations, polygraph interviews and medical ertain applicants as the need arises, but the length of the ially the same. Incentives for hiring critical skill de reimbursement for travel and transportation to move from a permanent government assignment, additional in steps at the anguage and/or training incentive (i.e., the language program
of Agency employed needed critical si must work within hiring decisions. years and many var particularly impor-	m hiring priorities, we make every attempt to make full use es through cross-training and employee incentives to acquire kills. The Agency is presently at strength and, therefore, its present skill mix and be extremely prudent in making A period of rapid growth was experienced over the past few cancies were filled in a short period of time. It is now retant to assess the skills of the population and cultivate critical to the organizational mission.

CONFIDENTIAL

SUBJECT: Staffing

- A cursory review of our recruitment and retention statistics will show that we have been successful in meeting the preponderance of our staffing needs in the past. The CIA is not presently suffering from high rates of attrition or difficulties in hiring; however, our concern lies in the future. Demographic, social and economic trends will have a significant impact on our ability to attract and retain a cadre of Intelligence professionals and a support staff that meet our unique suitability and qualifications criteria. Trends also show that rapid technological advances are having a major impact on our skills requirements and forcing individuals to reeducate themselves more often. It will be critically important for the Agency to address these issues in order to maintain a competitive posture with private industry. We believe many of our employees have a strong sense of patriotism and keen regard for our mission; however, there comes a time when the wallet rules. We must work within the pay cap and are continually faced with finding other ways to keep employees motivated and solvent. Industry is presently experiencing a slow down, holding costs down, and laying employees off in some cases. Economic forecasts tell us that this situation will change. Our employees are, and will continue to be, attractive to the private sector as they have been trained, have experience, and hold a valuable security clearance. We must address the anomaly of hiring secretaries, paying them relatively low government salaries and yet requiring them to live in the Washington, D.C. area. We must deal with security clearance problems when trying to recruit "hard language" linguists.
- 6. The above are some of our concerns with future staffing. It will be critically important to orchestrate the best occupational mix in relation to ceiling constraints and organizational mission objectives.
- 7. We have provided end of year total authorized and assigned strength data for each year since 1960; however, they do not represent a true staffing picture or portray the Agency's experience in meeting it's authorized strength. Although the total strength authorized and assigned may appear relatively close when displayed as end of fiscal year totals, the data does not reflect the peaks and valleys which were experienced throughout the year, the loss of productivity experienced while trying to recruit against, and * train for, the new positions, or the level of activity which occurred in order to reach strength. Major increases or reductions in authorized ceiling are much more difficult to deal with given the potential security problems associated with disgruntled former Intelligence Officers and the necessarily ★ long applicant processing required for our sensitive positions. The peculiar nature of our staffing does not lend itself to rapid downsizing, nor can we quickly start up a major intelligence program. For the most part, past increases and reductions in our authorized personnel ceiling resulted from political considerations totally outside of our control.

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SUBJECT: Staffing

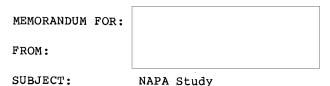
8. Even as we describe the staffing problems before us today, and those we can foresee for the next several years, attempting to resolve those problems within the narrow confines of the current personnel system is becoming increasingly difficult. The underlying principle that requires our Agency to first demonstrate that staffing problems are having a major impact on mission accomplishment dictates that the mission must first suffer before we can begin to take appropriate measures, even if we can anticipate the problem. The conduct of Intelligence collection and analysis cannot be effective if qualified and suitable employees are recruited, hired and trained after they are needed, or merely dismissed when requirements change. The Agency must have a flexible, proactive personnel system that allows us to staff programs in spite of economic, social and demographic aberrations in the national work force. Competition with employers who can offer realistic pay and benefits packages is a reality we can no longer ignore.

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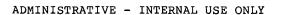
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31 May 1988



Our responses to the NAPA Study Group are listed below in bullet format in order to simplify the information and eliminate duplication. Each section numbered has been addressed.

- of vacancies. However, our most significant recruitment requirements are for the (a) secretarial/clerical; (b) linguists; (c) communicaters; (d) SPO's.
- Attachment A reflects attrition data for FY-84 through FY-88.
- Our recruitment methodology has enabled us to identify applicants with relevant skills along with the expertise required in ample numbers. In addition, the use of targeted advertising, contacts in private industry as well as academia, and our ongoing initiatives in refining recruitment requirements and streamlining the standards for employment will be factors in meeting critical skill hiring requirements. However, since our hiring system is decentralized for officer/technical candidates, we must not lose sight of the fact that component managers select those applicants who are to be processed for employment. Additionally, those same managers also select the applicants that will enter on duty once full clearance status has been achieved. The Office of Employment normally meets the required needs in supplying the numbers of qualified applicants for critical skills, whether they are chosen for employment processing and eventual entrance on duty is dependent upon the following: A.) What the component managers need and want occupationally. B.) Their ceiling vs. on duty strength status. C.) Other requirements or special tasking, i.e. authorization by the respective deputy director to be over ceiling; travel abroad; ExCom approval for hiring critical skills, such as NPIC IA's.

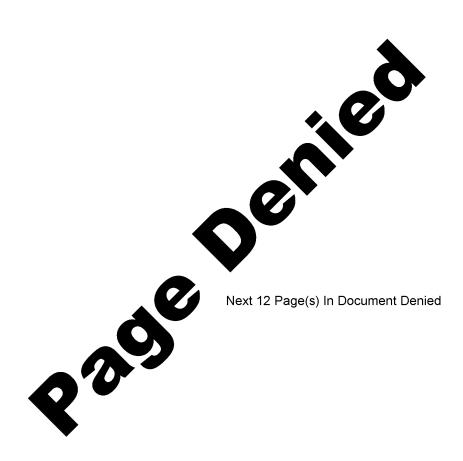


SUBJECT: NAPA Study

- Incentives for hiring critical skill individuals include reimbursement for travel and transportation to move from their residence to permanent government assignment and mobility incentive pay where applicable. Additional in steps at the GS level plus a language and/or training incentive, i.e., the language program for linguists
- The impact on critical skill occupations and the pre-employment processing again reflects the successes in our recruitment methodology. There is not an indication that we suffer any appreciable losses due to pre-employment processing, in fact our data on retaining applicants in all occupations indicates otherwise. See CAPS report, Page 6, hold column, initiations pending (Attachment B).
- The Wirthlin study (Attachment C) addresses the private sector versus our overall hiring methodology along with demographics and perceptions of our organization in the private sector. In addition, Employment has realigned RAC territories to refine our focus on the demographics to stimulate more interest among critical skill occupations as well as minorities.
- Future staffing requirements are going to be dictated based on attrition, tasking, and congressional monetary and ceiling increases. Our efforts will be directed in expanding our student programs and in continuing to educate our managers from the highest to the most junior levels about how to utilize personnel resources given their current staffing and mix of occupational categories. Beyond that the decision will be made by each Deputy Director. Our role is more of an advisory one.

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The Wirthlin Group

Decision making information for intelligent choices

RECRUITMENT RESEARCH

November 3, 1987

AITACHMENT

(C)

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SUMMARY OF KEY FINDINGS

AND

ACTION STEPS

KEY FINDINGS National Survey

- o CIA recruiting efforts operate within an environment in which the Agency is not viewed very favorably.
 - -- Americans are uninformed
 - -- Americans are not effectively informed
- o The CIA is viewed most favorably in the Deep South and Mountain States, while New England and the Pacific represent areas of significant perceptual weakness.
- Peer pressure represents a minor obstacle to recruitment activities. It is most definitely not a barrier.
- The CIA does not appear to represent a highly emotional issue to most Americans. The Agency is generally accepted as a fact of life, but one that is not very well understood. The agency imparts caution and suspicion, but not hostility.
- Americans believe the CIA's responsibilities are important to the country's freedom and security, but also believe these responsibilities could be discharged with greater effectiveness, dependability, and on a more principled level.
- o The "mixed" minority sub-sample exhibits an attitudinal profile toward the CIA, which is consistent with the population as a whole.
- The absence of publicity for CIA successes no doubt influences the Agency's perceptual standing with the public. However, regression analysis suggests that the promotion of successes would not by itself, necessarily correct the Agency's perceptual weaknesses.



KEY FINDINGS Student Survey

- o Financial concerns (salary, pay, benefits) are the most important consideration of students in seeking a career after graduation, but subjective considerations (pleasant/enjoyable work experiences) are also very important.
- o The general student population is not positively disposed toward the Agency. Moreover, there is a segment that expresses outright negative perceptions.
- o In terms of specific characteristics, the CIA elicits thoughts of patriotism and freedom in student's minds. However, most students doubt the principles of the agency, the extent to which it may be trusted, and the moral character of its employees.
- O Approximately one-fourth of the students can be classified as "high potential" recruits since they rate the CIA at 65 or higher on the career opportunity scale.
- o Irregardless of age, sex, or academic major, high potential CIA recruits hold common value systems and attitudes. This characteristic lends the group to effective recruitment and communication.



ACTION STEPS

- o Adopt a "high potential" recruitment communications strategy.
 There are three key ingredients to this strategy:
 - -- Position the CIA as an organization offering special career opportunities for special people.
 - -- Inoculation against concerns about financial rewards, advancement, and bureaucratic red tape.
 - -- Reinforcement of the CIA's role in protecting America's freedom and security.
- o Special emphasis on engineering and science majors to correct low level awareness of the fact that the Agency offers them exceptional career opportunities.
- o Consider undertaking an agency communications program for the purpose of better informing the public of its purpose, policies, and character. This effort would serve to enhance recruitment by reinforcing the position that the CIA is a special organization of special people.
- o Conduct a more comprehensive student study during the 1987-88 school year for the purpose of gaining a greater depth of inquiry and assessing geographical variations.

APPENDIX OF SUPPORT DATA

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RESEARCH OBJECTIVE

To improve recruitment activities through understanding the perceptual environment which exists among the disparate target groups. Information is vital for assessing the organization's current public perception, to define a strategy for improving both recruitment targeting and recruitment communications, and to provide a roadmap to execute that strategy.

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NATIONAL SURVEY

OBJECTIVE: A national survey of the general population. This survey explores the agency's public perception, both across the board and among specific demographic groups.

COLLEGE STUDENT SURVEY

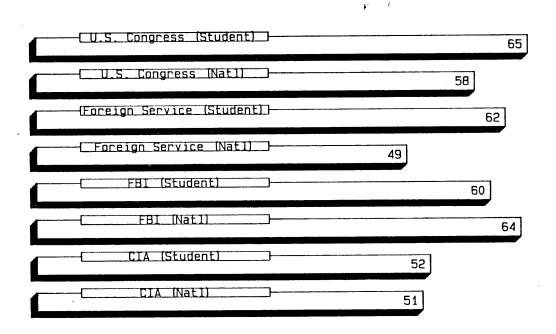
OBJECTIVE: College students, while representing a very small section of the general population, are the most important group the research seeks to reach. The college student survey explores the organization's public perception, both in general and as a career, and assesses a wide range of attitudes toward careers.

FOCUS GROUPS

OBJECTIVE: This method of qualitative research was used to explore and gain a better understanding of student attitudes toward the CIA and to obtain student responses to preliminary concept statement alternatives.

THERMOMETER RATINGS

COMPARISON OF NATIONAL AND STUDENT SURVEYS

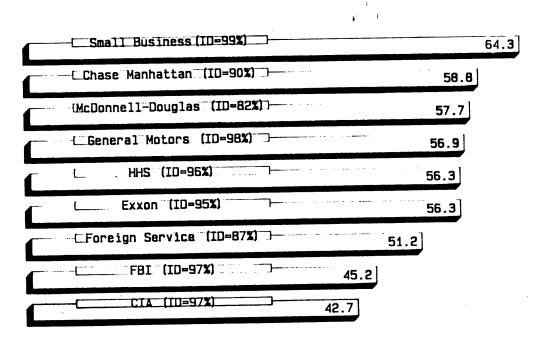


Average Rating

Source: Decision/Making/Information Student Survey: April 25-May 9, 1987 National Survey: June 1-June 4, 1987

THERMOMETER RATINGS

CAREER OPPORTUNITIES



Average Rating

10

Source: Decision/Making/Information

CIA Knowledge

	Information Elites (3 or more responses)	Well Informed (2 mentions)	Somewhat Informed (1 mention)	Uninformed (No response)
<u>Total</u>	8	24	<u>41</u>	<u>27</u>
Sex				
Men	8	25	48	19
Women	7	23	35	35
Military Service				
Yes	13	27	49	12
No	7	23	39	31
CIA Thermometer				
65+	8	25	42	26
45-64	10	22	40	28
Under 45	8	26	46	20
Negative Profile	9	24	49	17

Like Most About the CIA

"And thinking about the Central Intelligence Agency, what do you like most about the CIA?" Percent No_Opinion 28 Protects U.S. Interests/Gather Intelligence 20 Protects U.S. interests/Gather intelligence (17%) Investigate people (2%) Control terrorism (1%) Don't Like Them/General Negative 19 Don't like them/General negative (19%) Other Positive Responses 13 Secrecy/Mysterious/Undercover work (8%) I like them/General positive (3%) Do as they please/Get away with things (1%) Hampered by Congress (*) Other (1%) Well Run/Do A Good Job 11 Do a good job (10%) Well run/Organized (1%) Good reputation/Improving their reputation (*) Necessary <u>5</u> Necessary/Serves a purpose (5%)

Like Most About the CIA (Continued)

"And thinking about the Central Intelligence Agency, what do you like most about the CIA?"

Percent

Job Related

<u>3</u>

Involved in international relations (2%) Good job/Good job opportunities (*)

13

When Thinking About A Career

"When thinking about a career after graduation, what two or three things are most important to you?"

January Control of Jour	
	Percent
Salary/Pay/Benefits	68%
Salary/Pay (67%)	
Benefits (5%)	
Pleasant/Enjoyable Job/Job Satisfaction/Work Environment	55%
Pleasant/Enjoyable job/A company I'm happy with (24%)	
Job satisfaction/Fulfilling/ Worthwhile work (18%)	
Work environment/People I work with (13%)	
Responsibilities/To contribute to the company (3%)	
Prestige/Status (1%)	
Location	38%
Advancement Opportunities	17%
Challenging/Interesting/Something I'm good/Successful at (14%)	
Finding A Good Job	14%
Job Security/Stability	11%

14

When Thinking About A Career (Continued)

"When thinking about a career after graduation, what two or three things are most important to you?"

Percent

<u>Other</u>

27%

Personal happiness (7%)

The company/Quality/Reputation/Size (6%)

Job freedom (4%)

Opportunities for further study/Training (3%)

Travel (2%)

To gain experience (2%)

Independence (2%)

Company with goals/Ethics similar to mine (1%)

Achieving goals (1%)

Interviewing/Placement (1%)

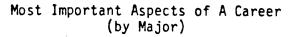
Other (2%)

Most Important Aspects of A Career (by Gender)

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"When thinking about a career after graduation, what two or three things are most important to you?"

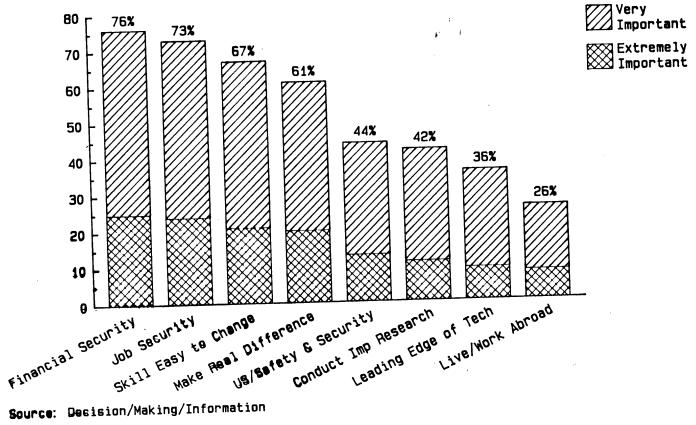
	<u>Total</u>	Men	Women
Salary/Pay/Benefits	6 8	69	67
Pleasant/Enjoyable Job/Satisfaction	5 5	52	59
Location	3 8	39	36
Advancement Opportunities	17	21	13
Challenging/Interesting	14	12	17
A Good Job	14	12	16
Job Security/Stability	11	14	9



"When thinking about a career after graduation, what two or three things that are most important to you?"

		Politics,	/		Other	
	<u>Total</u>	Intl. Study	Engineering	-	Social Science	Liberal Arts
Salary/Pay/Benefits	6 8	66	6 5	72	6 2	71
Pleasant/Enjoyable Job/Satisfaction	5 5	63	42	51	67	55
Location	38	28	52	34	42	34
Advancement Opportunities	17	12	20	28	7	12
Challenging/ Interesting	14	14	14	15	18	11
A Good Job	14	9	23	11	18	13
Job Security/ Stability	11	5	14	13	8	16

CAREER OPPORTUNITY DESCRIPTORS (Importance)



Source: Decision/Making/Information



"Now, I'd like to read you some descriptions regarding potential career opportunities. For each one I read, please tell me if that consideration is extremely important, very important, somewhat important, or not important to you when thinking about your career." (ROTATE)

		Politics/ Int'l.		Business/		Liberal
(Difference Scores*)	<u>Total</u>	Study	Engineering	Economics	<u>Science</u>	_Arts
Financial security	48	42	6 5	67	18	44
Job security	47	35	48	59	35	48
Gaining job skills that make it easy to change jobs	34	32	33	50	20	30
Making a real difference in the world	23	4 9	6	18	37	15
Contributing to America's safety and security	-13	5	-16	-13	-18	-18
Conducting important research	-17	-11	11	-35	2	-34
Working on the edge of technology	-28	-60	41	- 26	-31	-61
Living and working abroad	-48	-23	-63	- 54	-39	-51

^{*} Difference Scores derived from total responding "extremely/very important" minus total responding "somewhat/not important."



Main Hesitation About Working For The U.S. Government

"Now I'd like to read you the beginning of a sentence and have you finish it using your own words. Now, here's the sentence: The main hesitation I have about a career with the U.S. Government is ..."

	Percent
Inefficiency/Waste/Bureaucracy	19%
<pre>Inefficient/Too much bureaucracy/ Politics/Red tape (18%)</pre>	
Irresponsible (1%)	
Waste (1%)	
Wages/Salary	14%
Lack of Job Security/Advancement	13%
Lack of job security (6%)	
Lack of advancement (6%)	
Budget cuts (1%)	
Lack of Challenges/Not Fulfilling	11%
Lack of freedom/Being able to do what I want (6%)	
<pre>Lack of exciting/challenging opportunities (3%)</pre>	
Not fulfilling/Worthwhile (1%)	
Not Interested/No Opportunities for Major	10%
Not interested/Prefer private sector over public sector (6%)	
No opportunities in my field/Major (4%)	,
Don't Agree with Government Policies	8%
Not Honest/Trustworthy	7%

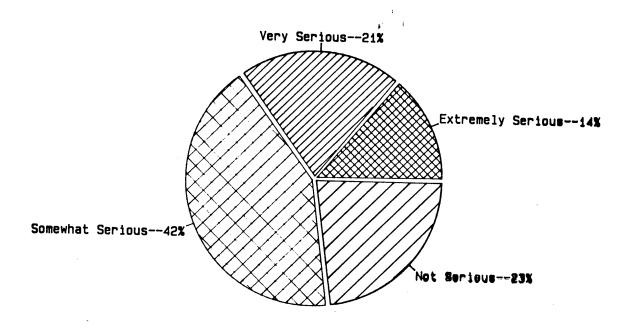


Main Hesitation About Working For The U.S. Government (Continued)

"Now I'd like to read you the beginning of a sentence and have you finish it using your own words. Now, here's the sentence: The main hesitation I have about a career with the U.S. Government is \dots "

	Percent
Job Application Related	6%
Moving/Transfers (3%)	
Effect on personal life/Loss of privacy (2%)	
Processing/Testing (1%)	
<u>Other</u>	4%
Don't know that much about it (3%)	
Other (1%)	
No Hesitation	8%

SIX MONTH APPLICATION PROCESS (How Serious A Barrier)

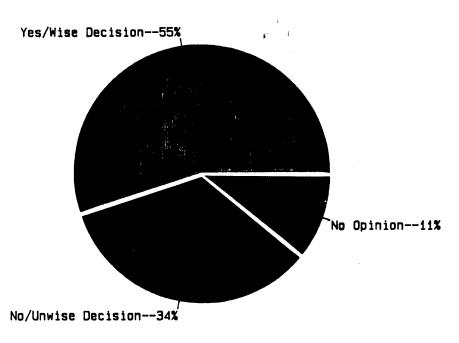


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Source: Decision/Making/Information

April-May 1987

CIA CAREER DECISION Wise or Unwise?



"If A Close Relative (Son, Daughter, Brother or Sister) Decided to Pursue A Career With The CIA, Would You View That As A Wise Decision?"

Source: Decision/Making/Information

June 1-4, 1987

CIA Career Decision: Why Wise or Unwise

"If a close relative such as a son, daughter, brother or sister decided to pursue a career with the CIA, would you view that as a wise decision? And why is that?"

WISE DECISION 42

Good Career/Job Related Aspects 36

Good career opportunity (12%)
Chance to help/Serve the country/Patriotic (12%)
High salary/Good pay (6%)

Interesting/Exciting career (5%)

Prestigious/Respected (4%)

Honest/Trustworthy (2%)

Intelligence/Information gathering (2%)

CIA does a good job (1%)

Good benefits (1%)

Involved in international affairs (1%)

Safe/Not too dangerous (*)

Keep the peace (*)

Drug enforcement (*)

Necessary 3

Necessary (3%)

0ther <u>6</u>

I like the CIA/General positive (4%)
My relatives would do a good job/Help the CIA (3%)

2

CIA Career Decision: Why Wise or Unwise (Continued)

"If a close relative such as a son, daughter, brother or sister decided to pursue a career with the CIA, would you view that as a wise decision? And why is that?"

Neutral Mentions 34

If they want to/It's their decision (27%) Need to know more (5%) If they were qualified/Capable (2%)

UNWISE DECISION 37

Job Related Aspects 20

Dangerous/Not safe (16%)

Mismanaged/Poor leadership (2%)

Too much travel/Must leave home (1%)

Not necessary/Waste of money (1%)

Leaks/Not secret enough (1%)

Meddle in other countries' affairs (1%)

Don't serve/Help the country (1%)

Poor salaries/Doesn't pay enough (*)

Invasion of privacy (*)

Dishonest/Corrupt

11

Dishonest/Corrupt (4%)

Too secretive/Covert Activities (4%)

Involved in controversy/Scandal (3%)

Too powerful/Above the law (1%)

2

CIA Career Decision: Why Wise or Unwise (Continued)

"If a close relative such as a son, daughter, brother or sister decided to pursue a career with the CIA, would you view that as a wise decision? And why is that?"

Percent

<u>Other</u>

12

Don't like the CIA/General negative (6%)

Don't want my relatives to work for the CIA (4%)

Difficult career/Not for everyone (2%)

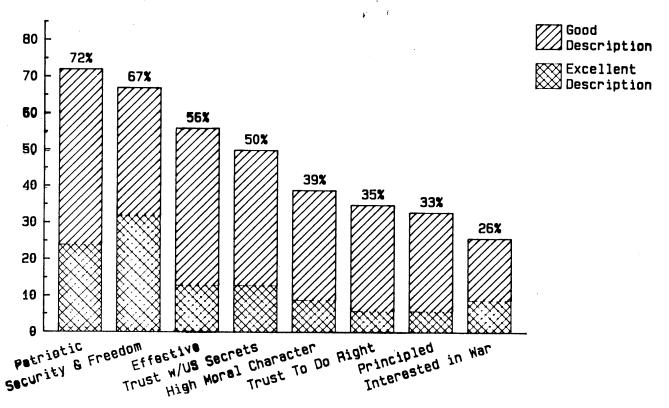
Don't want my relatives to work for the government (1%)

Other (1%)

No Opinion

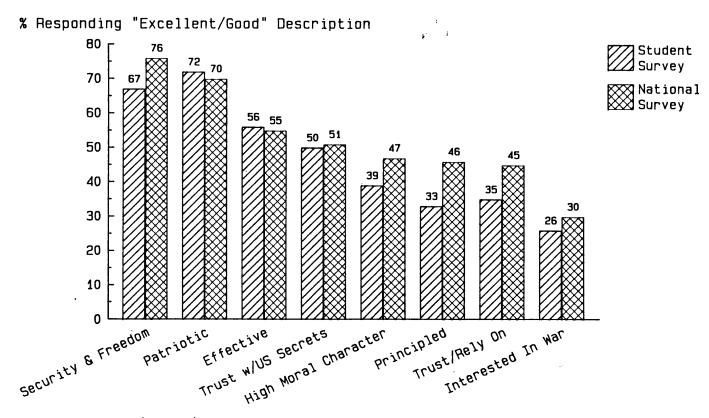
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PERCEPTIONS OF THE CENTRAL INTELLIGENCE AGENCY



Source: Decision/Making/Information

COMPARISON OF STUDENT AND NATIONAL PERCEPTIONS OF THE CENTRAL INTELLIGENCE AGENCY



Source: Decision/Making/Information

June 1-4, 1987

Career Opportunity Thermometer Rating Comparison

		Rate CIA	Rate CIA	Rate CIA
	Aggregate (%)	at 65+ (%)	at 45-64 (%)	below 45 (%)
Most Important				
Salary/Pay Benefits	6 8	64	72	6 8
Pleasant/Enjoyable Job	5 5	5 5	56	5 5
Location	, 3 8	35	40	38
Advancement Opportunities	17	23	14	14
Challenging/Interesting	14	19	12	13
`•				•
Career Opportunities				
Living/Working Abroad	26	32	22	25
Leading Edge of Technology	3 6	42	42	29
Financial Security	74	69	81	73
Ease of Changing Jobs	67	67	70	6 5
Making a Real Difference	61	67	58	6 0
Job Security	73	69	8 0	72
Conducting Important Research	42	62	33	41
America's Safety/Security	44	59	43	3 5
Six-Month Process				
Extremely/Very Serious	3 5	28	39	39
Somewhat/Not Serious	6 5	72	61	61

Career Opportunity Thermometer Rating Comparison (Continued)

		*		
	Aggregate (%)	Rate CIA at 65+ (%)	Rate CIA at 45-64 (%)	Rate CIA below 45 (%)
CIA Descriptors				
Can be trusted to do the right thing	35	50	41	2 2
More interested in war and not peace	26	15	27	31
Can be trusted with America's secrets	52	6 8	59	37
Employees are of high moral character	39	63	41	24
<pre>Important to America's freedom and security</pre>	67	84	79	51
Effective at what it does	56	71	6 5	44
Principled	33	5 3	39	18
Patriotic	72	84	78	62

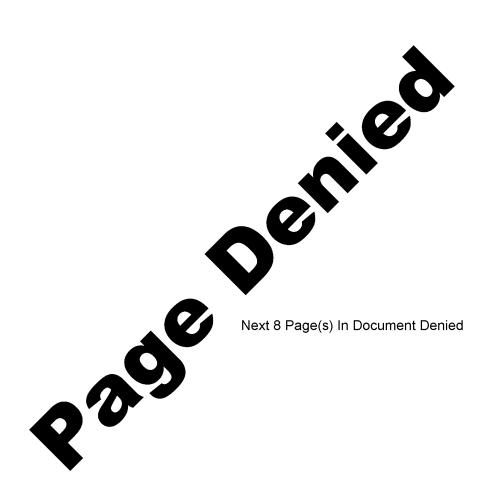
ANALYSIS OF DIFFERENCE*

- Among all other majors and age groups (with one exception) students who rate the CIA 65 or higher are more like others who rate the Agency as 65 or higher than like their own age group or major. Only those students 20 years of age or less are more like other 20-year-olds than like the "high potential" students.
- Perceptions most likely to evoke strong differentiation between a student's major/age group and other "high potential" recruits include:
 - -- Moral Character, Principle

7

- -- Right Thing, Effective, Security
- * Differences between students who rate the CIA at 65 or higher on a career opportunity scale and other students from like backgrounds.

3)



Declassified in Part - Sanitized Copy Approved for Release 2012/08/23: CIA-RDP90-00530R000601430001-2 23 June 1988 Jim, Attached are the additional data you requested by phone last week. All but the data on separations by years of experience were provided in the previous submission, but I am sending additional copies in the event you did not receive them. I know you're working under a short deadline, so please feel free to call or visit with any questions and I will try to work around your schedule.

STAT

